

PRISON REFORM TRUST

Head of Operations Recruitment Pack

June 2024

Welcome to Prison Reform Trust

Thank you for your interest in working at Prison Reform Trust.

The Prison Reform Trust (PRT) is an independent UK charity working to create a just, humane and effective penal system.

PRT was founded in 1981 to inform and influence public debate on prison conditions and the treatment of prisoners, amidst concerns about a projected prison population of 48,000 by 1984. With the prison population in England and Wales now exceeding 87,000 and projected to rise to over 100,000 by 2026, the charity remains as important to civic society today as it was then.

Our mission is clear: we are working to create a just, humane and effective prison system by influencing decision makers, opinion formers and the public to 1) reduce the use of prison; 2) improve treatment and conditions for prisoners; and 3) promote equality and human rights in the justice system.

We are one of the few organisations willing and equipped to hold the state to account for its treatment of vulnerable people in prison. Our reputation, built on over four decades of knowledgeable, reliable analysis and presentation of the facts, gives us influence behind the scenes that few organisations can match.

We are a group of hard-working individuals, working together to improve the lives of people living in prison. PRT enjoys a range of inclusive work socials, fostering a supportive and friendly working environment. We are committed to the wellbeing and professional development of our valued staff and volunteers. Our office has a modern feel, with large open spaces to collaborate, lots of natural light, and plants to keep it fresh.

For more information about Prison Reform Trust and our work visit: [Home | Prison Reform Trust](#)

PRT is an equal opportunities employer. We also have a fair and inclusive culture and seek to reflect the diversity in prisons and the people we represent. If you meet the person specification, we encourage you to apply, and particularly welcome applications from those with Black, Asian, and Ethnic Minority backgrounds, (BAME) as we believe these groups may be underrepresented in prison reform work.

We welcome applications from anyone who may have direct experience of prison.

We want all candidates to shine in this process – please let us know at recruitment@bluestonehr.co.uk if there's anything we can do to make sure the application process works for you.

Job Description

Key Information

Job Title:	Head of Operations
Reports to:	CEO
Responsible for:	Part-time administrator & part-time accountant/bookkeeper
Place of work:	PRTs offices are in London, EC1V 0JR and will be your main place of work. Hybrid working is currently in place which means typically 2 days a week is in the office with the rest working remotely from home.
Salary:	£55,000 (inc. London Weighting)
Hours of Work	Full time (35 hours per week)
Contract:	This is a permanent contract
Benefits:	<ul style="list-style-type: none">-Generous holidays of 25 days (rising to 30 after 5 years) + 2 additional days + office closure between Christmas and New Year, in addition to public bank holidays-Enhanced Pension Scheme with 7% employers' contribution-Cycle to work scheme-Employee wellbeing assistance programme.
To apply:	To apply please visit: Prison Reform Trust Careers Application is by CV and covering letter (2 sides maximum) addressing how you meet the job requirements. If you would like an informal chat about the role please contact Pia Sinha, CEO at pia.sinha@prisonreformtrust.org.uk
Closing date and interviews:	Closing date for applications: 21 st July at midnight Interviews: week commencing: 26 th August 2024 Interviews will be held at our offices at 15 Northburgh Street, London EC1V 0JR
Key Details:	By applying for this role, you are stating that you are eligible to work in the UK. Prison Reform Trust is unable to apply for a Certificate of Sponsorship for this role.

The Role

This is an exciting new role within Prison Reform Trust (PRT) for an experienced senior manager to support the CEO and the Deputy Director in delivering our ambitious new five-year strategic plan (2024-2029).

As Operations Manager you will have strategic oversight of PRT's core operations, including Finance, HR, IT and Office Management.

You will be an experienced manager from within the voluntary sector in a finance, operations or development role. You will bring financial management skills and a working knowledge of HR. With excellent communication and interpersonal skills you will demonstrate the ability to build and maintain relationships with a range of internal and external stakeholders

What you'll do:

Key responsibilities

Finance

- Management of the relationship with the part time accountant/bookkeeper, including oversight of production of management accounts and reports for the Finance & Fundraising sub-committee and Board of Trustees
- Oversight of provision of programme financial information for reporting to funders and for income generation purposes
- Contracts and procurement oversight
- Member of Senior Management Team, with strategic oversight and input from a financial perspective
- Responsible for organisational memberships and subscriptions-e.g., Fundraising Regulator, Information Commissioner Office, Pensions Regulator, Living Wage Foundation

Human Resources

- Oversight of HR Systems
- Recruitment and induction
- Job descriptions/person specifications/ salary scales
- Staff contracts, including working terms and conditions and maintaining staff records
- Appraisal system, progression and training
- Staff wellbeing inc. stress risk assessments and policies re PRT visiting prisons.
- Staff HR communications, including staff surveys and other initiatives
- End of employment processes
- Keeping up to date with employment law and best practice
- Reporting to General Purposes and Staffing Trustee sub-committee and board meetings

Governance

- Company Secretary and fulfilling Companies House requirements
- Filing accounts with the Charities Commission and uploading to PRT website
- Trustee induction and conflict of interest register
- Risk register-ownership of some sections

- Organisational policies, drafting and updating including expenses, data protection, safeguarding etc.
- DBS checks

Office and facilities

- Line management of the part-time administrator
- Oversight of health and safety, office facilities and liaison with building management
- Integrated systems – oversight of organisational SharePoint/CRM
- Supplier management
- Staff Handbook-policies etc.

Who you are:

Person Specification

	Essential	Desirable
Experience and qualifications	<ul style="list-style-type: none"> • Experience of working in the voluntary sector in an operations, finance or development role • Financial management skills, including programme budgeting, forecasting, and reporting. • Experience of building and maintaining relationships with a range of internal and external stakeholders • Experience in monitoring, evaluating and reporting on contracts for delivery against requirements 	<ul style="list-style-type: none"> • Experience in a leadership role within the voluntary sector • Experience in voluntary sector HR • Charity accounting and HR training or qualifications, or a commitment to work towards • High quality oral and written communication skills to support reporting to senior stakeholders, including trustees
Knowledge	<ul style="list-style-type: none"> • A working knowledge of charity HR, including best practice and legislation • Knowledge of good practices in operational management, financial and strategic planning, • Excellent understanding of core organisational requirements including Charity Commission compliance, Safeguarding and GDPR. 	
Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Evidence of a pro-active and creative approach to problem solving • Ability to process significant amounts of information, assess risks/opportunities and make sound decisions 	<ul style="list-style-type: none"> • Effective in networking, quickly establishing relationships both internally and externally

	<ul style="list-style-type: none"> • Strong analytical, strategic thinking, and planning skills. • Competence in IT and digital tools 	
Personality and behaviour	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative • Ability to effectively prioritise a diverse workload in a changing and fast paced environment • Commitment to the aims and values of the Prison Reform Trust 	